# Correcting CONUS COLA

**Introduction**

This guide provides the procedures for Correcting CONUS COLA transactions in Direct Access. This includes changes to the effective date, type, reason or zip code. This does not apply to the status (active/inactive).

**In Range vs. Out-of-Range**

If the correction is In Range (the entire affected period is within 24 pay periods or 1 year), follow the steps in this guide and all changes should be processed by the automated system.

If the correction is Out-of-Range (the entire affected period is older than 24 pay periods or 1 year), all changes will need to be reported to PPC Customer Care to be processed manually.

**Timing**

**NOTE: THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.**

First delete the CONUS COLA row(s) from newest to oldest:
1. Delete the NEWEST incorrect CONUS COLA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then add CONUS COLA row(s), from oldest to newest.
1. Add the oldest CONUS COLA row with the correct information.
2. Approve the addition.
3. Repeat steps 1 & 2 until the entire period is added.
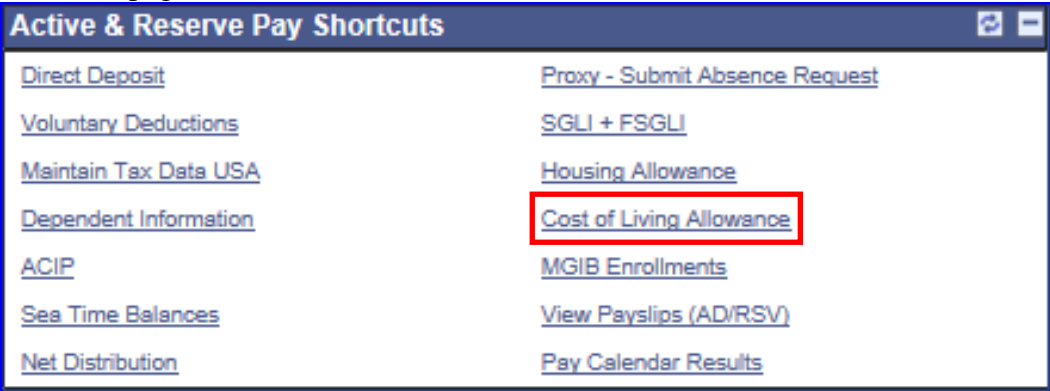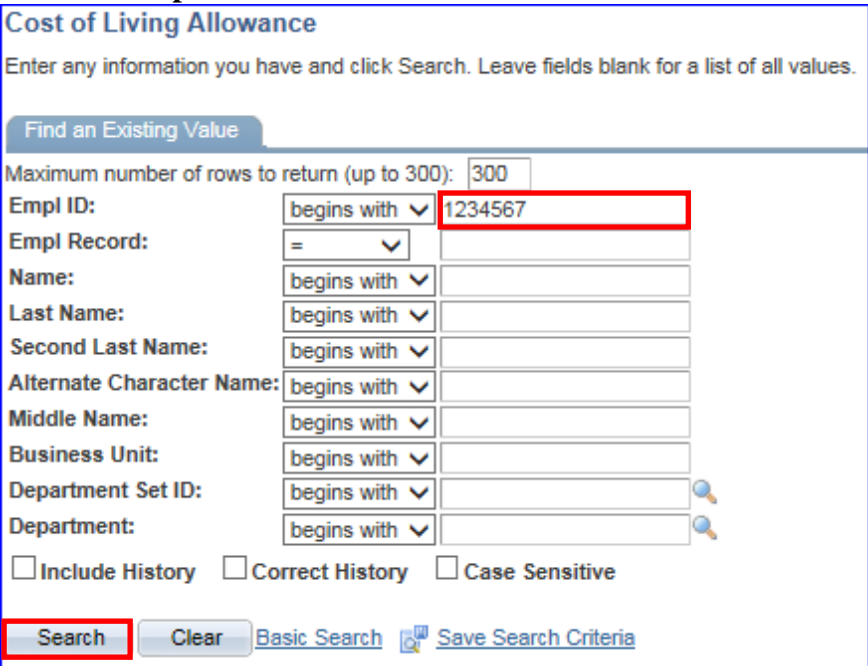
**Content**

# In Range Correction

**Introduction**    This section provides the procedures for an In Range (the entire affected period is within 24 pay periods or 1 year) correction.

Scenario: CONUS COLA was started for a member effective 5/18/2015 with zip code 94501. It should have been zip code 94130.
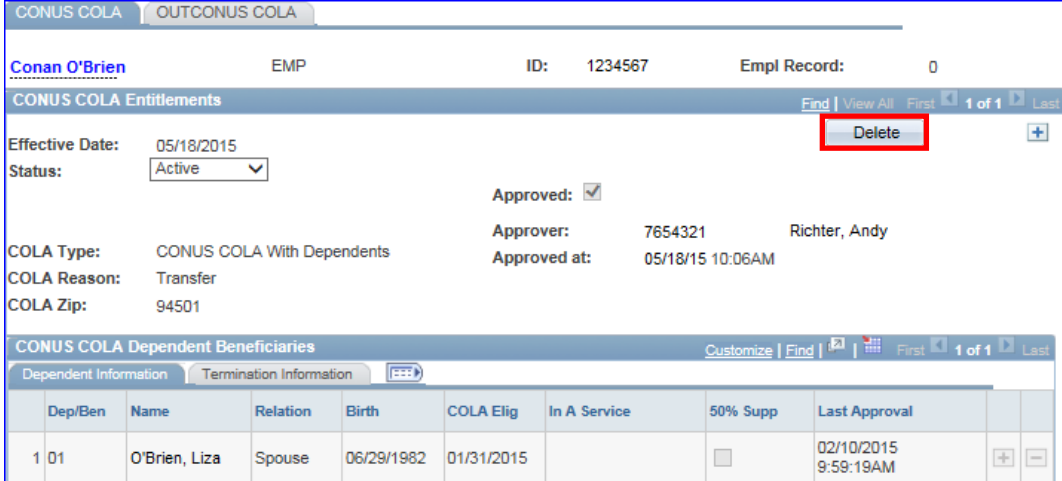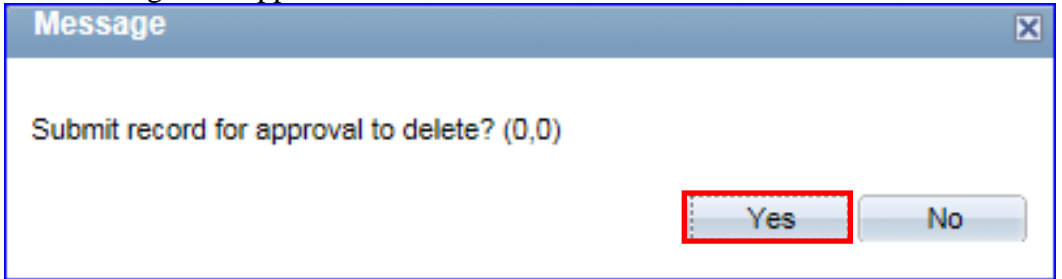
**Procedures**    See below.

| Step | Action |
|------|--------|
| 1 | Select the **Cost of Living Allowance** link from the Active & Reserve Pay Shortcuts pagelet.<br><br>**Active & Reserve Pay Shortcuts**<br><br>Direct Deposit — Proxy - Submit Absence Request<br>Voluntary Deductions — SGLI + FSGLI<br>Maintain Tax Data USA — Housing Allowance<br>Dependent Information — Cost of Living Allowance<br>ACIP — MGIB Enrollments<br>Sea Time Balances — View Payslips (AD/RSV)<br>Net Distribution — Pay Calendar Results |
| 2 | Enter the **Empl ID** and hit **Search**.<br><br>**Cost of Living Allowance**<br><br>Enter any information you have and click Search. Leave fields blank for a list of all values.<br><br>Find an Existing Value<br><br>Maximum number of rows to return (up to 300): 300<br>Empl ID: begins with  1234567<br>Empl Record: =<br>Name: begins with<br>Last Name: begins with<br>Second Last Name: begins with<br>Alternate Character Name: begins with<br>Middle Name: begins with<br>Business Unit: begins with<br>Department Set ID: begins with<br>Department: begins with<br><br>☐ Include History  ☐ Correct History  ☐ Case Sensitive<br><br>Search    Clear    Basic Search   Save Search Criteria |

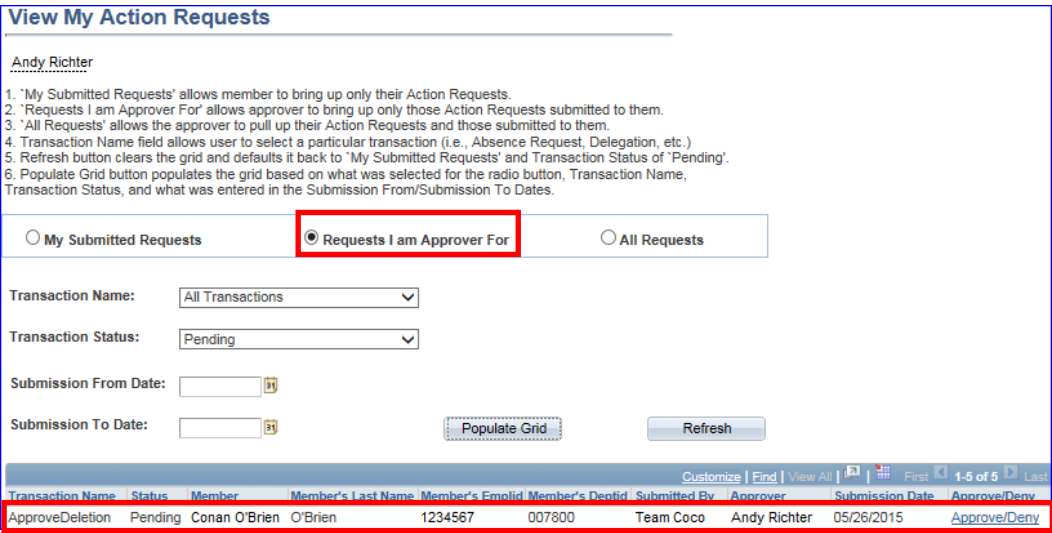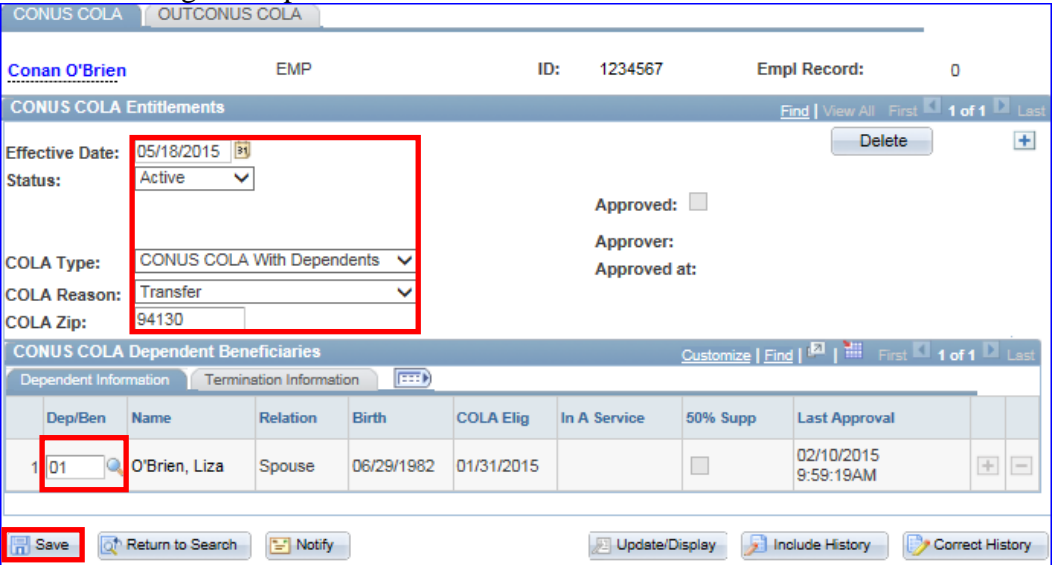# In Range Correction, Continued

**Procedures**, continued

| Step | Action |
|------|--------|
| 3 | Before making any changes, use this guide to take a screenshot of **ALL** existing rows using the Snipping Tool. The CONUS COLA page with the incorrect zip code will display. Click the **Delete** button.<br><br> |
| 4 | This message will appear. Click **Yes**.<br><br> |

**Procedures**, continued

| Step | Action |
|---|---|
| 5 | The transaction will show up as an **Approve Deletion** in the auditor's Action Request list. The auditor will click the Approve/Deny link and follow the normal steps to approve the transaction. Once approved, the row will be deleted and the CONUS COLA will be blank.<br><br> |
| 6 | Return to the Cost of Living Allowance page.<br>• Update the **Effective Date**.<br>• Select the **COLA Type** and **COLA Reason** from the drop-downs.<br>• Enter the correct **COLA Zip** code.<br>• Select all eligible dependents and click **Save**.<br><br> |

# In Range Correction, Continued

**Procedures**,
continued

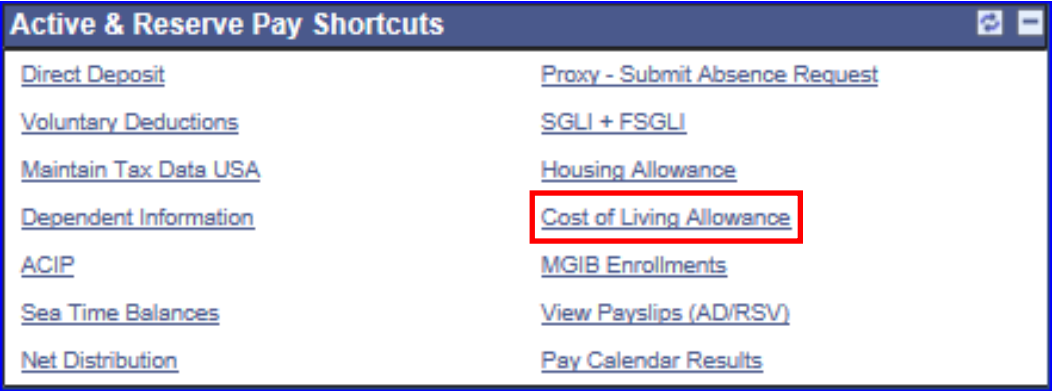| Step | Action |
|------|--------|
| 7 | Once approved, the new CONUS COLA row will look like this.  |

# Out-Of-Range Correction

**Introduction**  This section provides the procedures for an Out-of-Range (the entire affected period is older than 24 pay periods or 1 year) correction.

Scenario: CONUS COLA was started for the wrong zip code when the member reported to D7 in Miami over a year ago.
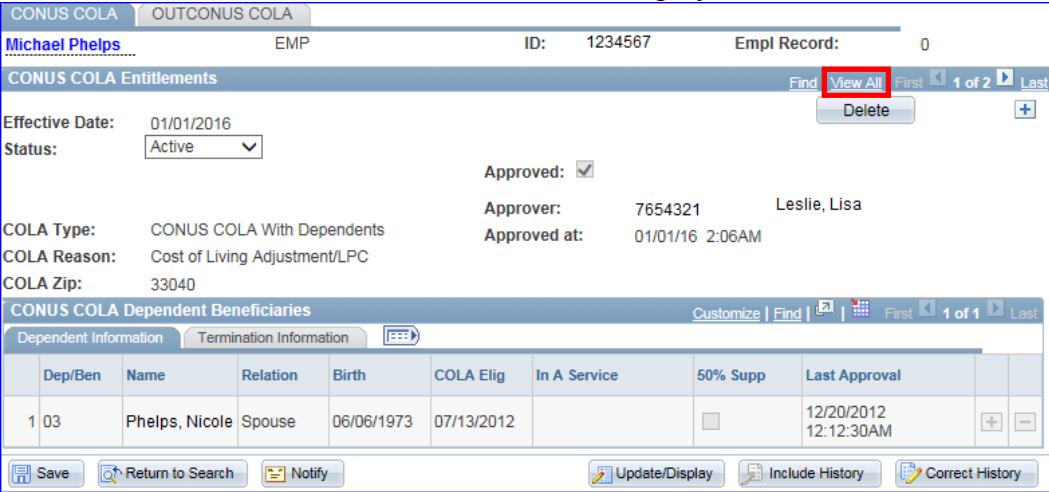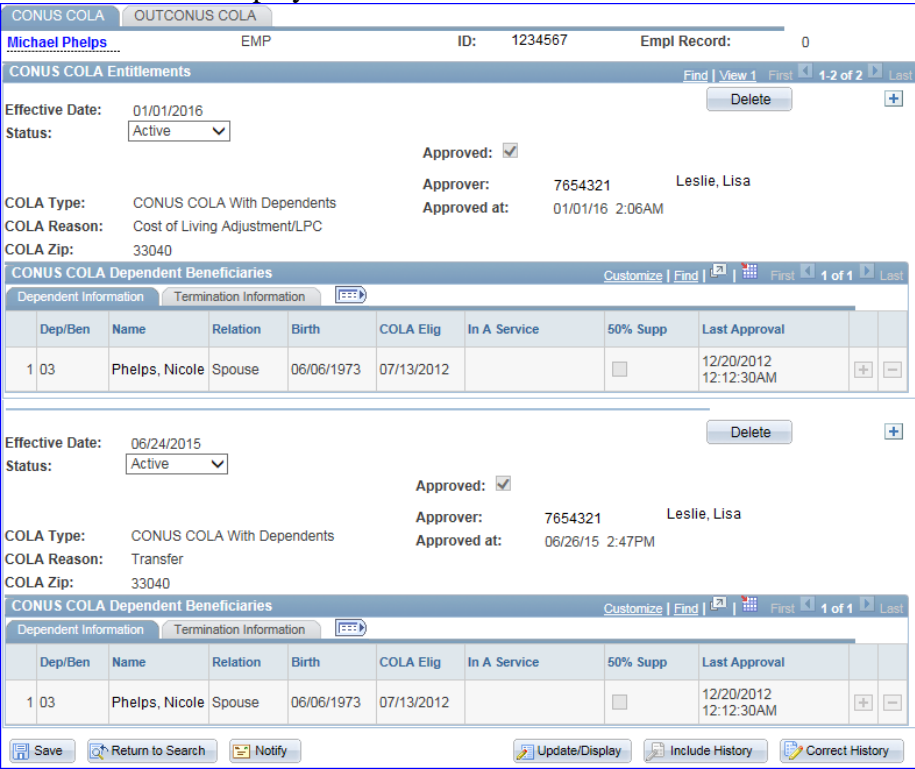
**Procedures**  See below.

| Step | Action |
|------|--------|
| 1 | Select the **Cost of Living Allowance** link from the Active & Reserve Pay Shortcuts pagelet. <br><br> **Active & Reserve Pay Shortcuts** <br> Direct Deposit     Proxy - Submit Absence Request <br> Voluntary Deductions     SGLI + FSGLI <br> Maintain Tax Data USA     Housing Allowance <br> Dependent Information     Cost of Living Allowance <br> ACIP     MGIB Enrollments <br> Sea Time Balances     View Payslips (AD/RSV) <br> Net Distribution     Pay Calendar Results |
| 2 | Enter the **Empl ID** and hit **Search**. <br><br> Cost of Living Allowance <br> Enter any information you have and click Search. Leave fields blank for a list of all values. <br> Find an Existing Value <br> Maximum number of rows to return (up to 300): 300 <br> Empl ID: begins with 1234567 <br> Empl Record: = <br> Name: begins with <br> Last Name: begins with <br> Second Last Name: begins with <br> Alternate Character Name: begins with <br> Middle Name: begins with <br> Business Unit: begins with <br> Department Set ID: begins with <br> Department: begins with <br> ☐ Include History   ☐ Correct History   ☐ Case Sensitive <br> Search   Clear   Basic Search   Save Search Criteria |

# Out-Of-Range Correction, Continued

**Procedures**, continued

| Step | Action |
|------|--------|
| 3 | The member's current CONUS COLA row will display. Click **View All**.<br> |
| 4 | All rows will be displayed.<br> |
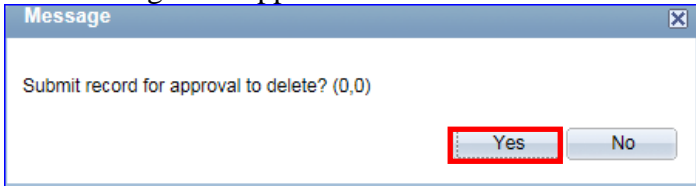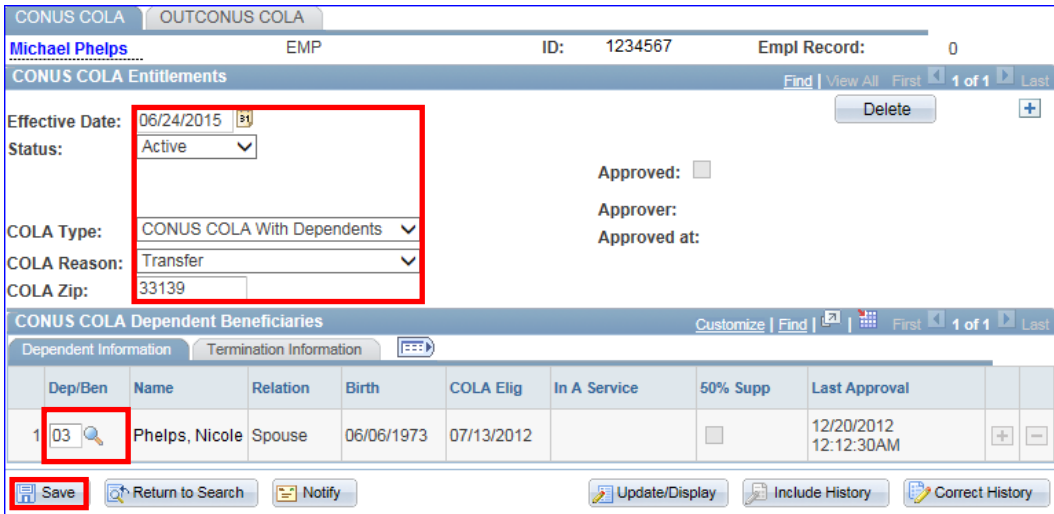
**Procedures**,
continued

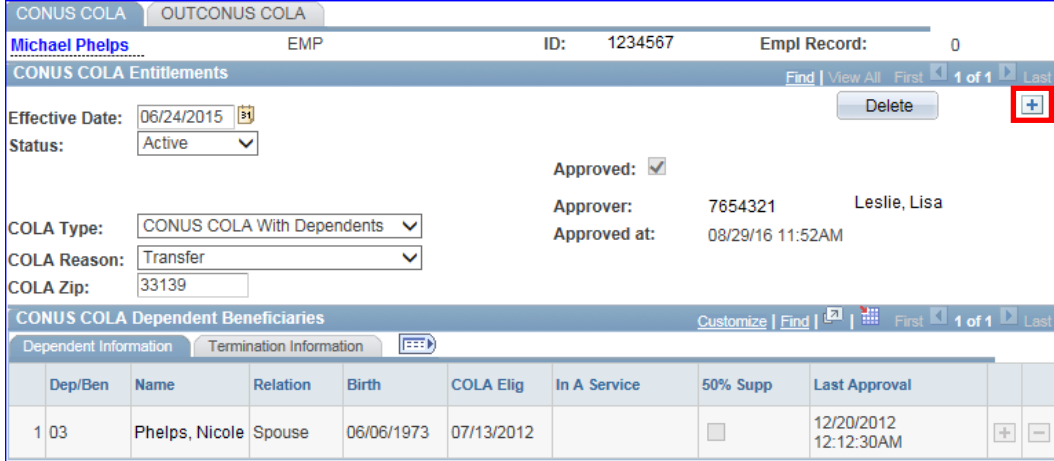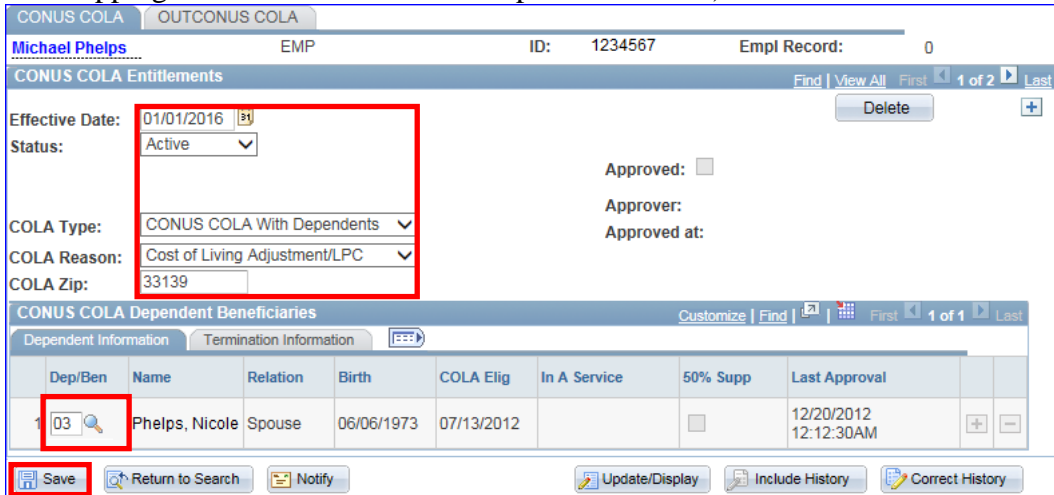| Step | Action |
|------|--------|
| 5 | Before making any changes, use this guide to take a screenshot of **ALL** existing rows using the Snipping Tool. |
| 6 | Now proceed with the changes. Select the **Delete** button on the first incorrect row.<br> |
| 7 | This message will appear. Click **Yes**.<br> |
| 8 | The SPO Auditor should approve the deletion request immediately. |

# Out-Of-Range Correction, Continued

**Procedures**, continued

| Step | Action |
|------|--------|
| 12 | Once approved, return to the Cost of Living Allowance component. Now only one row is displayed since the deletion was approved. Select the **Delete** button.  |
| 13 | This message will appear. Click **Yes**.  |
| 14 | The SPO Auditor should approve the deletion request immediately. |
| 15 | Once approved, add the first row back in with the correct zip code. (Use the screenshot you took with the Snipping Tool as a reference to complete the fields.) Click **Save**.  |

# Out-Of-Range Correction, Continued

**Procedures,**
continued

| Step | Action |
|------|--------|
| 16 | The SPO Auditor should approve the new CONUS COLA row immediately. |
| 17 | Once approved, return to the Cost of Living Allowance component. Click the **Add** button.<br><br> |
| 18 | Complete the fields for the most recent row. (Use the screen snip you took with the Snipping Tool as a reference to complete the fields.) Click **Save**.<br><br> |
| 19 | The SPO Auditor should approve the new CONUS COLA row immediately. |
| 20 | Submit a trouble ticket to PPC explaining everything that happened and attach the appropriate screenshots. |